The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY: Persons who meet the minimum qualifications (entrance requirements) as stated on this announcement may take this examination, which is competitive.

HOW TO APPLY: To learn more about the job and testing arrangements, contact the testing office shown below. Applications are available at https://jobs.ca.gov/pdf/STD678.pdf, and may be filed in person or by mail with:

By Mail: In Person:
DEPARTMENT OF HEALTH CARE SERVICES DEPARTMENT OF HEALTH CARE SERVICES
Human Resources Branch Human Resources Branch
Selection Unit Selection Unit
P.O. BOX 997411, MS 1300 1501 Capitol Avenue, Suite 71.1501
Sacramento, CA 95899-7411 Sacramento, CA 95814

Phone Number: (916) 327-7284

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)

FILING DEADLINE: Testing is considered continuous as dates can be set at any time. The testing office will accept applications continuously; and will notify and test applicants as needs warrant. However, pre-established filing dates are scheduled every three months. The filing dates are:


TESTING PERIOD: Once you have taken the examination, you may not retest for 12 months from the established list date.

SALARY RANGES: $5,140.00 - $6,751.00 per month

POSITION DESCRIPTION: The Nurse Evaluator II, Department of Health Care Services, is responsible for determining the quality of care being received by program beneficiaries in health facilities and identifying levels of care to meet each beneficiary’s health care needs; for monitoring medical services of providers; for evaluating prior authorization requests for a variety of medical services; for training other staff in regulations and implementation of Medi-Cal or other health care programs; for taking independent action within professional protocols and legal limits of other agencies; for providing technical assistance in the investigation of cases where fraud and abuse is suspected; and other related work.

Positions exist with the Department of Health Care Services in: Sacramento, San Francisco, San Jose, Fresno, Los Angeles, Santa Ana, San Bernardino and San Diego

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by the date you submit your application. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes MUST include “to” and “from” dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information MUST include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable). Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS: Qualifying experience may be combined on a proportionate basis if the following requirements include more than one pattern and are distinguished as either I, or II, or III, etc. Possession of a valid license to practice as a professional registered nurse in California.
AND

Either I
One year of experience performing duties of a Nurse Evaluator I, Department of Health Care Services;

Or II
Three years of professional nursing experience in an institution licensed for inpatient care. (Possession of a Master's Degree in Nursing may be substituted for one year of the required experience.)

DESIRABLE CHARACTERISTICS: Must possess aptitude for, and willingness to work as, team member; emotional stability; sensitivity to patient's needs; patience; tact; alertness; and keenness of observation.

GENERAL QUALIFICATIONS: In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

EXAMINATION INFORMATION: The examination will consist of an evaluation of Training and Experience (T&E) weighted 100%. No written test is required, and no interview will be conducted. Candidates who meet the requirements for admittance to the examination (minimum qualifications) will be emailed a training and experience examination. The examination will be sent to the email address listed on the application. Please ensure the email address on your application is correct. The questionnaire is designed to elicit specific information regarding each candidate's education and experience relative to the testing classification. Responses to the examination will be assessed based on predetermined rating criteria. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent experience and education over and above that which is required under "Minimum Qualifications."

The Department of Health Care Services reserves the right to revise the examination plan to better meet the needs of the service if circumstances under which this examination was planned change. Such a revision will be in accordance with civil service law and rules, and all competitors will be notified.

SCOPE: Ratings will be determined based on the depth and breadth of professional education and experience beyond what is minimally required. Emphasis will be placed on measuring, relative to job demands, each competitor's:

Knowledge of:
1. Disease processes in order to determine medical necessities and initiate appropriate action for patient services.
2. Common diagnostic and medical procedures and indications for use to determine medical necessities and or make appropriate recommendations.
3. Health Insurance Portability and Accountability Act (HIPAA) in order to meet departmental needs.
4. General nursing knowledge of medical conditions and their management to determine the medical necessity of various services and/or requests (such as durable medical equipment, skilled nursing services, medical transportation, and/or medical exemption from managed care enrollment) by the provider.
5. Normal and abnormal human anatomy, physiology, and the effect of disease to understand the scope of practice.
6. Fraud and abuse in health care programs in order to take effective action, as needed.
7. Documentation guidelines in the reporting of medical records, charting practices, and other beneficiary health information to ensure quality service.
8. Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar to communicate professionally and effectively.
9. Physical, social, and psychological responses to illness in order to improve the quality of care for recipients.
10. Basic computer usage (e.g., MS Office Suites, Internet, and Intranet) in order to complete daily assignments.
11. Resources available to ensure competency in current medical and nurse practice modalities.
12. Building concepts in order to improve collaboration.
13. Abuse, neglect or exploitation that impacts the health, safety and/or welfare of the beneficiary.
14. Department's Equal Employment Opportunity (EEO) program and objectives in order to meet professional standards in the workplace.
15. Interrelationships of federal, state, local professional, and voluntary public health and welfare agencies and the programs and services of such agencies to understand literature and/or make recommendations.

Skills to:
1. Maintain a current and valid Registered Nurses license in order to meet departmental needs.
2. Use critical thinking in evaluating reports, charts, and all other information in order to arrive at logical conclusions.
3. Accurately review and evaluate medical records in order to take effective action, as needed.
4. Exercise a high degree of ethical judgment in applying pertinent laws, rules, regulations, and procedures to adhere to the department's mission.
5. Identify complex problems and review related information to develop and evaluate options and implement solutions.
6. Analyze and interpret medical data, policies, and procedures in order to arrive at logical conclusions or recommendations.
7. Evaluate levels of care required by program beneficiaries to ensure appropriate quality of medical care.
8. Communicate effectively orally to establish and maintain effective working relationships with employees and the public.
9. Remain current in common health problems, treatment and drug indications in order to understand the scope of practice.
10. Maintain competency in current nursing practice modalities in order to understand the scope of practice.
11. Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
12. Write summaries and reports in a succinct manner in order to sustain the quantity and quality of the work produced.
13. Evaluate quality of nursing care being received by program beneficiaries to develop and evaluate options and implement solutions, as needed.
14. Express thoughts succinctly with concepts well organized and fact-based.
15. Assess health care problems, procedures, and treatments in order to improve the quality of care for recipients.
16. Plan and organize a workload that consists of multiple cases with specified deadlines in order to meet departmental needs.
17. Detect and develop cases where fraud or abuse is suspected in order to evaluate options and implement solutions.
18. Analyze complex problems and review related information to develop and evaluate options and implement solutions.
19. Interpret lab/test results in order to arrive at logical conclusions or recommendations.
20. Translate or explain data and its usages in order to disseminate information.
21. Sensitive to cultural diversity in the workplace to allow employees to function cohesively as a team that is respectful and courteous to each other regardless of cultural differences.
22. Participate effectively in conferences and training sessions in order to improve processes and meet the goals of the department.
23. Act as subject matter expert to collaborate with others to achieve department’s goals.
24. Make formal presentations to management, staff, and the general public to facilitate an open exchange of ideas.

Ability to:
1. Work independently, prioritize, and complete assignments in a timely and efficient manner to meet deadlines.
2. Maintain confidentiality per HIPAA, DHCS Departmental policy, and applicable federal and local laws, at all times, to ensure the safety of individual’s protected health information.
3. Adhere to Departmental policies and procedures in the completion of job responsibilities.
4. Think independently and creatively to present, investigate, solve, and evaluate problems that may arise.
5. Work with individuals of many varied backgrounds, beliefs and lifestyles in a positive and productive manner being tolerant of opposing opinions or ways of performing tasks.
6. Accept constructive feedback and deal calmly and effectively with high stress situations in order to help maintain and improve the professional work environment.
7. Assist others in interpreting physicians’ notes, particularly where legibility is an issue.
8. Work in highly sensitive political and community arenas; representing the Department of Health Care Services in order to support the missions of the department.
9. Participate in strategic planning in order to support the missions of the department.
10. Travel overnight to hospitals and other facility onsite locations to ensure quality service.

Personal Characteristics:
1. Adhere to the highest personal and professional ethical standards to ensure best services inter and intra department.
2. Operate with transparency and accept responsibility for own actions.
3. Promote and encourage mutual respect in the workplace in order to collaborate with others to achieve department’s goals.
4. Willingness to learn new things in order to ensure quality productivity.
5. Listen to others to facilitate an open exchange of ideas.
6. Express opinions or decisions in a constructive manner.
7. Exercise initiative and sound judgment in problem identification and resolution in order to offer the best product.
8. Model best practices to improve services efficiency and effectiveness.

ELIGIBLE LIST INFORMATION: Possession of the entrance requirements does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Names of successful competitors are merged into the list, in order of the final scores, regardless of date. Eligibility expires 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first.

**VETERANS PREFERENCE:** Effective January 1, 2014, veterans' preference will be awarded as follows:
1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans’ preference.
2. An entrance examination is defined, under the law, as any open, competitive examination.
3. Veterans’ preference is not granted once a person achieves permanent civil service status.

Directions for applying for veterans’ preference credits are provided on the Veterans Preference Application form (Std. Form 1093), which is available from the California Department of Human Resources or the department shown on this announcement.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:
- MCI from TDD: 1-800-735-2929
- MCI from voice telephone: 1-800-735-2922
- Sprint from TDD: 1-888-877-5378
- Sprint from voice telephone: 1-888-877-5379